

TELECOMMUNICATIONS BULLETIN

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CMS 06- 17

Bureau of Communication
and Computer Services

From:

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Cellular Service Reminders

Due to the frequency and repetition of specific questions and problems, this reminder notice is directed to Telecommunications Coordinators responsible for cellular/wireless services:

Camera Phone Policy: Due to continued requests, we are reminding agencies of the CMS policy regarding cellular purchases. CMS policy prohibits the purchase of camera phones for state use. The Customer Solution Center (CSC) staff continually negotiates with the State's current wireless vendors to provide an excellent selection of products and features meeting the overall needs of employees.

Repair Calls and Service Inquiries: All cellular repair issues; questions regarding cellular service; and assistance in selecting devices, appropriate features, pricing, and cost-effective calling plans should be directed to the CSC at **800-366-8768** (Option 1 for Repair or Option 2 for other inquiries). Repairs and service related questions should not be directed to individual staff members via email or their direct phone line. We appreciate your cooperation in referring all inquiries through the tracking system established with our toll free number.

Service Cancellations: If cellular service is cancelled prior to the contract expiration (in most instances, a 1 year service contract is in place), the cellular device must be returned to the CSC. If the cellular phone was lost or stolen and cannot be returned, the cancellation service order must explain the circumstances for non-return.

Please do not hesitate to call the CSC at **800-366-8768** (follow the options) for all your telecommunications needs.

For more information...
visit our website at
www.state.il.us/cms/telecom